

Punjab National Bank

REQUEST FOR PROPOSAL

FOR

SUPPLY, INSTALLATION AND MAINTENANCE OF FIREWALLS FOR DRS, CBD, Belapur, Mumbai

**INFORMATION TECHNOLOGY DIVISION
HEAD OFFICE, 5 SANSAD MARG,
NEW DELHI - 110 001
TEL: (011) - 23710483/23714804
23710021 Extn. 230, 301
Fax: (011) - 23321305**

Bid Details

For supply, installation and maintenance of Firewall at PNB, DRS, Belapur, Mumbai

1	Date of commencement of download of Bidding Document	11/05/2011 1600 HRS
2	Last date and time for download of Bidding Documents	08/06/2011 1200 HRS
3	Last date of receipt of queries for clarification from vendors	25/05/2011 1600 HRS
4	Last date for bid preparation and hash submission	08/06/2011 1400 HRS
5	Last date and time for online Bid submission	From 14:15 HRS on 08/06/2011 Till 16:00 HRS on 09/06/2011
6	Date and time of Technical Bid Opening	10/06/2011 1600 HRS
7	Place of opening of bids	Punjab National Bank, Information Technology Division, 2 nd Floor, HO, 5 Sansad Marg New Delhi – 110001
8	Address for communication	As above Tel:(011) 23710483/ 23714804/23352024 23710021 Ext: 230/301 Fax:(011) 23321305
9	Earnest Money Deposit (EMD)	Rs.1.00 lac (Rs one lac only) either Online or in the form of Demand Draft/pay order in favor of Punjab National Bank, IT Division payable at New Delhi. The DD/pay order should be submitted in person at the time of bid submission
10	Cost of RFP	Rs.5000.00 (Rs Five thousand only) either online or in the in the form of Demand Draft in favor of Punjab National Bank, IT Division payable at New Delhi. The DD/pay order should be submitted in person at the time of bid submission
11	Contact to Bidders	Interested Bidders can seek clarifications on hkmahindru@pnb.co.in ; mansingh@pnb.co.in sg_jit@pnb.co.in giving following information i.e. name of company, contact person, mailing address with Pin Code, Telephone No., Fax No., email address, Mobile No. etc.

Note: 1) Bids will be opened on-line, Bidders may view the details through their terminal.
2) Online payment is applicable in case bidder is having Internet Banking account with Punjab National Bank.

To,
The Asst General Manager
IT Procurement Deptt.
Punjab National Bank
Information Technology Division
HO: 5, Sansad Marg
New Delhi-110001

Sir,

**Reg.: Our bid for supply, installation and maintenance of Firewall at yours DRS,
CBD, Belapur, Mumbai**

We submit our Bid Document herewith:

We understand that-

1. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
2. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
3. If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
4. You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.
5. Vendor means the bidder who is decided and declared so after examination of commercial bids.
6. In addition to physical bids opening, the bids will be opened on-line also, Bidders may view the details through their terminal.

Dated at _____ this _____ day of _____ 2011.

Yours faithfully,
For _____

Signature: _____
Name: _____

INSTRUCTION TO BIDDER

INTRODUCTION

Punjab National Bank (PNB) is the leading Public sector bank in India and has implemented Centralised Banking Solution (CBS) with Data Centre at New Delhi and Disaster Recovery Site(DRS) at Mumbai. The Centralised Banking Solution covers about 5300 branches and offices, which are connected to the Data Centre and DRS through a Enterprise Wide Network. The mode of connectivity to the branches/offices is a combination of leased lines, ISDN Lines, VSATs, PSTN and radio frequency and the Bank is planning to implement new emerging technologies.

Other alternate Delivery channels like Internet Banking, ATM, POS etc. are also offered by the Bank to customers. An ATM Switch at Data Centre and a DR setup is functional and all the ATMs across the country are connected to the Switch through various modes of communication (both through private network and banks' enterprise Wide Network). Internet Banking Infrastructure is also integrated with the Enterprise Wide Network in a secured manner. Bank also has Exchange server based corporate email setup.

Multiple applications from multiple vendors for different internal requirements of Bank are also in use. Some of these applications are accessed through Enterprise Wide Network by Branches/Offices which are also accessible through Internet and Dial-up connection such as:

1. e-circulars.
2. Preventive Monitoring System.
3. Human Resource & Management System.
4. e-procurement
5. SFMS/ RTGS/NEFT etc.
6. Internet Banking services (IBS)
7. Security Operation Center (SOC)
8. Applications hosted for Overseas branches / offices
9. Applications hosted for Regional Rural Banks (RRBs)

Bank has implemented Data Ware House Project to provide better access to information, to foster better and more informed decision-making, besides providing statutory reporting and MIS for the bank.

The Operating Systems used in different applications include different flavors of Unix like Solaris, AIX, SCO etc., Windows NT, Windows 2003/2008 Advance Server, Novell Netware, Tandem, DOS etc. Applications which include SWIFT, SFMS (RBI Infinet), Cash Management Services, Electronic Funds Transfer, and other RBI Projects etc are also in place. The Mail Server is on MS Exchange Server 2003. The Data bases include Oracle, MS SQL, Access, FOXPRO, Sybase etc.

The security measures are enforced at various levels (Application Security, Network Security, Database Security, OS Security, Access Controls, Physical Security etc.). All these security measures are in place in congruence with the Bank's Information Security Policy, Business Continuity and Disaster Recovery Plans & various other regulatory directives. Bank has set up Security Operation Center (SOC) to collect and co-relate logs of various servers & Networking devices across Bank.

The Data Center, DRS and Networking Operations Centre (NOC) have been certified as ISO 27001 compliant.

PURPOSE OF RFP

The Bank is undertaking replacement of its firewalls Qty -02 installed at its DRS, Belapur at Mumbai and the RFP is for inviting bids for supply, installation and maintenance of Firewall, as per technical specifications and other terms and conditions mentioned in the document.

ELIGIBLE BIDDER

This invitation of Bid is open to all Original Equipment Manufacturers(OEMs) or their authorized representatives/partners in India who fulfill the minimum qualification criteria mentioned in **Annexure I** of the bid document.

Note - bidders who have any record of unsatisfactory performance in respect of any earlier contract with Punjab National Bank shall not be eligible for participating in the tendering process.

SCOPE OF WORK

- ✓ Bank is having Checkpoint (Software) Enterprise Standard Support which includes subscription/upgrades. The deployed Checkpoint software licenses already procured by Bank, are to be utilized and Firewall appliances need to be supplied & replaced.
- ✓ Supply, installation and subsequent maintenance of firewalls with the required specifications. All necessary accessories (software CDs, slots, cables, connectors, patch chords, etc) required for the purpose is to be supplied by successful bidder.
- ✓ Complete migration of the security policies and rules from the existing firewall devices to the new one.
- ✓ Making the firewalls functional and ensuring that Bank's all applications are running satisfactorily after installation.
- ✓ In case of problem encountered in the devices, if any, reverting back to the existing devices will be the responsibility of the vendor.
- ✓ Training (2-3 days) should be provided by OEM certified trainer to the security team of 5 persons of PNB each year during warranty period (3 times) on all

operational activities (HW & SW) at vendor's location in India, having necessary setup for hands-on training.

RELIABILITY

Since the equipment shall be installed at critical sites, the equipment so offered should be robust and reliable. All components/parts/assembly/software used in the firewalls should be original, new and no refurbished/duplicate/second hand components/parts/assembly/software shall be used.

COST OF BIDDING

The Bidder shall bear all the costs in connection with the preparation and submission of bid and Punjab National Bank, hereinafter referred to as the Purchaser / Bank, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of bid.

AMENDMENT OF BIDDING DOCUMENTS

At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by amendments.

Amendments, if any, will be notified in writing through Bank's official website / e-Procurement website for the information of all prospective bidders and same will be binding on all of them.

In order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing bid, the Purchaser may, at its discretion, extend the deadline for submission of bids.

PERIOD OF VALIDITY

Bids shall remain valid for one year from the date of opening of bids as decided by the Purchaser. A bid valid for shorter period shall be rejected by purchaser as non-responsive.

In exceptional circumstances, the Purchaser may seek the Bidders' consent for an extension of the validity period. The request and response thereto shall be made in writing. The Bidder(s) may refuse the request. A bidder granting the request will not be required nor permitted to modify its bid.

BID CURRENCIES

Prices shall be expressed in the Indian Rupees only.

BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a two-stage bidding process will be followed. The bidder has to submit bid in two parts: Technical bid (Part-I) Commercial bid (Part-II). The bidder will have to submit the Technical bid and Commercial bid separately.

TECHNICAL BID (Part –I)

TECHNICAL BID will contain technical specifications as per the format given in bid document (Annexure VII)

TECHNICAL BID will not contain any pricing or commercial information at all. The bid shall be signed by the person so authorized using Digital Certificate.

COMMERCIAL BID (Part –II)

The COMMERCIAL BID will be submitted separately on the format (Annexure VIII). The commercial bid of only those bidders whose technical bids are short-listed, will be opened. The bid shall be signed by the person so authorized using Digital Certificate.

BID EARNEST MONEY

Bidder has to deposit refundable Earnest Money of Rs.100000.00 (Rs. One lac only) either online or in the form of Pay Order/Demand Draft favoring PUNJAB NATIONAL BANK, IT DIVISION payable at New Delhi by filling all the details in the format available for the same on our e-Procurement website (www.pnb.org.in). No interest is payable on EMD.

SUBMISSION OF BIDS

The bidders shall duly complete the formats of Technical Bid and Commercial Bid and the same will be submitted online through our e-Procurement System at website <http://www.pnb.org.in>.

DEADLINE FOR SUBMISSION OF BIDS

Bids must be submitted not later than the specified date and time mentioned in the Bid Document. If the specified date of submission of bids being declared a holiday for the Purchaser, the bids will be received up to the specified time on the next working day. The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Purchaser and bidders, subject to the previous deadline, will thereafter be subject to the extended deadline. All the correspondence should be addressed to Bank at the following address-

**The Assistant General Manager
Punjab National Bank
Hardware Procurement Section
Information Technology Division
Head Office, 5 Sansad Marg,
New Delhi – 110 001**

Note: Please note that HASH SUBMISSION is a mandatory activity, failing which bidder will not be able to submit the bid. For details you may visit our e-Procurement Site <http://www.pnb.org.in>.

CONTACTING THE PURCHASER

Any effort by a bidder to influence the Purchaser in evaluation of the bid or in any manner whatsoever may result in the rejection of the bid. Purchaser's decision will be final and without prejudice and will be binding on all parties.

PURCHASERS RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS

The Purchaser reserves the right to accept or reject any bid, annul the bidding process or even reject all bids at any stage prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders the reasons thereof. The Purchaser reserves the right to accept or reject any technology proposed by the vendor. The Purchaser reserves the right to select more than one vendor keeping in view its large requirements.

CONTENTS OF DOCUMENTS TO BE SUBMITTED

The bidder shall submit all the annexure forms online on e-Procurement system and submit all the supporting documents in physical form with the Bank before the bid submission date and time.

Supporting Documents required to be submitted physically are:

1. Bidders Responses / Letter (duly signed along with seal)
2. Supporting documents in respect of minimum qualification criteria.
3. Any other document indicating the feature of the product
4. ISO Certification document, if any
5. Last three years audited Balance sheet and profit and loss account statement.
6. RFP cost in the form of Demand Draft/Banker's Cheque.
7. Bid Earnest Money in the form of Demand Draft/Banker's Cheque.
8. Power of attorney

BID OPENING AND EVALUATION

In the event of the specified date of bid opening being declared a holiday for purchaser, the bids shall be opened at the specified time on next working day. In the first stage, only TECHNICAL BID will be opened and evaluated. Those bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed. In the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are short-listed, will be opened. The Purchaser reserves the right to accept or reject any technology proposed by the bidder without assigning any reason thereof. Decision of the Purchaser in this regard shall be final and binding on the bidders.

CLARIFICATIONS OF BIDS

To assist in the examination, evaluation and comparison of bids the Purchaser may, at its discretion, ask the bidder for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

PRELIMINARY EXAMINATION

The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as required in the bid document, whether the documents have been properly signed, and whether bids are generally in order. Bids from agents without proper authorization from the manufacturer as per authorization form shall be treated as non-responsive.

Arithmetical errors will be rectified on the following basis:

- If there is a discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected.
- If the bidder does not accept the correction of the errors, the bid will be rejected. If there is discrepancy between words and figures, the amount in the words will prevail.

The bid determined as not substantially responsive will be rejected by the Purchaser and may not be made responsive by correction of the non-conformity by the bidders..

The purchaser may waive any minor infirmity or non-conformity or irregularity in the bid, which does not constitute a material deviation, provided such waiver does not affect the ranking of any bidder.

ACCEPTANCE TEST OR FACTORY INSPECTION

In case the Purchaser desires at any stage to conduct a factory inspection or acceptance test of products offered, at bidders site or at its site, the bidder shall make all necessary arrangements for this purpose.

EVALUATION CRITERIA

The L1 bidder will be decided on the basis of cost quoted by the bidder in the commercial offer (Annexure-VIII). In case of two or more bidders being technically eligible, the Purchaser will exercise option of Reverse Auction.

SIGNING OF CONTRACT

The successful bidder(s) shall be required to enter into a contract with the Purchaser within 7 days of the award of the tender or within such extended period as may be specified by the Purchaser. The rate contract will be valid for one year from the date of signing of contract unless terminated by the Purchaser.

GOVERNING LAW AND DISPUTES (Applicable to the successful bidders only)

All disputes or differences whatsoever arising between the parties out of or in relation to the meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator(s) shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi.

The vendor shall continue to work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Purchaser or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained.

The venue of the arbitration shall be Delhi.

USE OF CONTRACT DOCUMENTS AND INFORMATION

The supplier shall not, without the purchaser's prior consent in writing, make use of any document or information provided by Supplier in Bid document or otherwise except for purposes of performing contract. Successful bidder has to sign a Non Disclosure Agreement (NDA) with the Purchaser on the Bank's approved format.

PATENTS RIGHTS

The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.

The supplier shall expeditiously extinguish any such claims and shall have full rights to defend itself. If the Bank is required to pay any compensation to a third party due to such infringement

on part of the supplier, the supplier shall be fully responsible for compensating the Bank any amount paid including all expenses and court and legal fees.

The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

The Supplier shall grant to the bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier, including all inventions, designs and marks embodied therein in perpetuity.

ASSIGNMENT

The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the Purchaser's prior consent in writing.

DELAYS IN THE SUPPLIER'S PERFORMANCE

Delivery of the goods and performance of the Services shall be made by the supplier in accordance with the time schedule specified by Purchaser. Any delay in performance of the obligations by the supplier will result in imposition of liquidated damages and/or termination of rate contract for default.

LIQUIDATED DAMAGES

If supplier fails to deliver any or all goods or perform services within stipulated time schedule, the Purchaser shall, without prejudice to its other remedies under the rate contract, deduct from the ordered price, as liquidated damages, a sum equivalent to 1% of the price for each week of delay until actual delivery of the goods or until the cancellation of order. The purchaser has right to cancel the order in case delivery/services not effected within stipulated time schedule.

The Purchaser is entitled to withhold (deduct) from the purchase price or any other amount which is due to supplier from this contract or any other contract.

GUIDELINES FOR REVERSE AUCTION:

Initiation on the Bid Process

Opening bid price and bid decrements will be intimated at the start of the bidding process by the means of on-line messages. In case of not receiving the details, the supplier has to inform PNB system administrator one hour before the scheduled event time through email and request for the details.

Opening Price

Opening price is the upper/ceiling price of the contract value fixed by PNB for the lot/item. Suppliers can bid only lower than the opening price in case of Reverse Auctions (Bid price would be based on the total price arrived at multiplying specified quantities with unit rates and summing up for the entire requirement).

Weightage / Loading Factor

This factor shall be incorporated by the System Automatically during the event. This factor is the effect of financial implication arising out of the deviation taken by the Bidder in his Bid.

Auction Types

Bank may either go for Price Base Auction when the price quoted by each bidder is shown to all the participants or Rank Base Auction when only rank of the particular bidder is visible instead of price.

Alias Name

Each bidder will be given a unique alias name, generated by the system and informed by system generated email. Bidders can see the bids of other suppliers but the real name will not be visible on the screen. Complete, schedule of the auction will be intimated through a system generated emails to the participating suppliers. Flash messages between the event and at the end of the events. The normal duration of Reverse auction will be 1 hour (60 minutes) with provision of auto extension as per auction rules to be decided by Negotiation Committee before start of auction. The Bid Extension rules shall be governed after the expiry of the Auction Time earlier set & decided before start of Event. In the event a bidder is placing his bid in last 5 minutes of the scheduled end time of the event, the event will get automatically extended for next 5 minutes infinitely. The auction time will get automatically extended so as to allow other the bidder an opportunity to supplier to participate and give better offer to win the bid. In the event of any typographic error while posting the bid, the auction would still get extended so as to allow the bidder an opportunity to correct the mistake. Screen will refresh automatically in every seven (7) second. It is recommended to manually refresh screen by pressing F5 from keyboard, if no changes are seen on screen for unusual period.

Bid Decrement

Bid Decrement is the minimum fixed amount by which, or by multiples of which, the next bid value can be decreased. Bid decrement is usually calculated 0.25% of the opening price. However PNB reserves the right to decide appropriate bid decrement factor. Bidders should enter the next bid price considering the Bid Decrement, with reference to self bid for Rank Auction and L1 bid with reference to Price Auction. However in no case would the system accept modification to a higher value.

Auto Bid

Auto Bid is disabled from the start time of bidding.

Surrogate Bidding

Surrogate bidding is not allowed.

Price Break Up

Bidders are required to submit the price break up of the final bid price just after the event on to the formats/ price breakup sheet.

Price Variation Factor

If a bidder quoting higher prices, higher by more than 40% as compared to the average quoted prices (of all technically qualified bidders) for all items in aggregate, the same bidder shall not be called for reverse auction process.

Mistake Proofing

If a bid placed X times below or higher of the bid decrement / increment as decided by PNB, a warning message will be flashed on screen to confirm the placed bid, Bid once placed will not

be deleted in any circumstances and the supplier will be bound to deliver the item on the quoted bid.

The following term and conditions are deemed as accepted by vendor on participation in the bid event -

1. Bidders/ participants are deemed to have accepted the auction rules on participation at the bid event. Participation in a bid event is by invitation from PNB. Any other supplier does not automatically qualify for participation. PNB will make every effort to make the bid process transparent. However, the award decision by PNB would be final and binding on supplier.
2. Bidder agrees to non-disclosure of trade information regarding the purchase, identity of PNB, bid process, bid technology, bid documentation and bid details.
3. Bidder cannot change price or quantity or delivery terms (or any other terms that impact the price) post the bid event.
4. Bidder to furnish the item rate form within the stipulated time after the bid event.
5. Bidder cannot divulge either his bids or those of other suppliers to any other external party.
6. Technical and other non-commercial queries (not impacting price) can be routed to the respective PNB contact personnel indicated in the RFP.
7. Bidder is advised that he will understand auto bid process is to safeguard them in case of technical failure. Inability to bid due to telephone line glitch, Internet response issues, software or hardware hangs will not be the responsibility of PNB.
8. Bidder should be prepared with competitive price quotes on the day of the bidding event. Participate in the online bidding event as per the schedule. Submit the item wise price break up for all the items as per his last bid price in the stipulated time as per the schedule immediately after the online sourcing event. The bidder has to necessarily quote for all the items listed in the BOQ. In case of incompleteness of the bid, same may be rejected.
9. NOTE – If two or more bidders are technically eligible, we will initiate the process of reverse auction

Annexure I

Pre Qualification Criteria for Bidders for Firewall:

The minimum pre- qualification criteria for the bidders are as under:

Sl.	Pre-Qualification Criteria	Compliance (Yes/No)
1	The bidder should be a Company (Incorporated in India). Letter of incorporation to be submitted.	
2	The bidder should have national presence and should be engaged in similar business in India at least for last 3 years.	
3	The bidder should have local service support office available in Mumbai.	
4	The bidder should have implemented at least 4 similar kind of solutions in last 2 years out of which 1 should be of the quoted make.	
5	Reference site: The bidder should have experience of implementing Information Security solution of similar scope & size. One such installation should be operational for a minimum period of six months. Documents to prove the same should be enclosed along with the proposal. The Purchaser may visit reference site, if required.	
6	The bidder should be the Original Equipment Manufacturer (OEM) or their authorized representative in India. In case of authorized representative, a letter of authorization to this effect from OEM must be furnished. This letter should specify that in case authorized representative is not able to perform obligations as per contract during contract period, the Original Equipment Manufacturer should provide the same.	
7	The annual turnover of the firm should have been minimum Rs. 20 Crores in the last financial year.	
8	Presently, Bank is using Checkpoint software version R55. The firewall hardware should be compatible with the latest Checkpoint software version (like R71 or above).	

Signature & Seal of Company

Supporting Document for PRE QUALIFICATION FOR BIDDER

- All the interested bidders are requested not to upload the supporting document in e-Procurement system. Instead they should present the same in physical form before bid submission time.
- Please enclose documentary proof for all the above criteria. In absence of these, the

bids will not be considered for further evaluation. No further correspondence will be entertained in this case.

Annexure II

BIDDERS INFORMATION

Name

Constitution

Address

Names & Addresses of the Partners if applicable

Contact Person(s)

Telephone, Fax, e-mail

Number of years of experience in Info Security business

Please give brief financial particulars of your firm for the last 3 years (Mar 08 to Mar 2011) along with the volume of business handled.

(The information will be kept confidential)

Net Profit

Total Turnover

Revenue earned

Is company ISO Certified, if yes, provide information along with true copy of certificate.

Signature
Seal of Company

Annexure III

EMD Payment Details

DD No. / Date / Issuing Bank :
DD Amount :
Formula Description : ITD EMD One Lakh only
Fee Based on Vendor Category : No
Currency Based Rates : Yes
Is Percent Based Computation Applicable : No
Is Slab Based Computation Applicable : No

Sr.No	Currency	Amount
1	INR	100000

Signature
Seal of Company

Annexure IV

Service Support Details in India

City Location: address	Location: Telephone/Fax No	Status of office working days and hours	Number of Maintenance Engineers employed	Number of Maintenance Staff employed	Minimum Value of Stock of spares/ consumables

Add As Many Rows You Want To Add

Signature
Seal of Company

Annexure V

Proforma for Performance Statement:

Order Placed by (Full Address of Purchaser)	Order No. and Date	Description and Qty of ordered Equipment	Value of Order	Date of Completion	Remark/ Reason for late delivery	Performance Equipment (Attach Certificate from customers)	Check List

Add As Many Rows You Want To Add

Supporting Document for ISO Certificate

NOTE :- All the bidders are requested not to upload the supporting document in e-Procurement system, instead they may submit the same in physical form before bid submission time.

Signature
Seal of Company

Annexure VI

COMPLIANCE STATEMENT

DECLARATION

Please note that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. Bank reserve the right to reject the bid, if bid is not submitted in proper format as per RFP.

Compliance	Description	Compliance (Yes/No)	Remarks/ Deviations
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of bids).		
Technical Specification	We certify that the systems/services offered by us for tender conform to the specifications stipulated by you with the following deviations-		
Technical Specification	All components/ parts/ assembly/ software used in the firewalls are original, new and no refurbished/ duplicate/second hand components/ parts/assembly/software are used.		

1. -----

2. -----

(If left blank, it will be construed that there is no deviation from the specifications given above)

**Signature
Seal of Company**

Annexure VII

Technical Specifications: Firewall

Presently we are using Checkpoint software version R55. Shortlisted vendor should upgrade the version to the latest one (like R71) and the latest Checkpoint software should be integrated with the firewall hardware.

The proposed solution for the Network Security Infrastructure of Punjab National Bank – DRS, Mumbai should satisfy the following technical requirements. The Requirements/Specifications would include the following security features in several categories like firewalls, high availability, load-balancing etc.

FIREWALL –TECHNICAL REQUIREMENTS

S. No.	Required Features	Compliance (y/n)	Remarks
1.	The firewall appliance should facilitate multi-vendor, multi-application environment		
2.	The firewall should support third-party products on OPSEC alliance		
3.	Describe the subscriber provisioning capabilities of your firewall solution, including local terminals, remote terminals, and business system interfaces.		
4.	Firewall solution should provide network management functions, including error reporting and system configuration over TCP/IP		
5.	Firewall solution should provide network management functions, including error reporting and system configuration via SNMP over TCP/IP or UDP?		
6.	User interface for subscriber provisioning should be menu, windows, web, or command-line based		
7.	User interface for system and network provisioning should be menu, windows, web, or command-line based		
8.	User interface for system monitoring and control should be menu, windows, web, or command-line based		
9.	High availability		

10.	The platform must contain redundant power supplies, fans, and CPUs		
11.	The firewall software must utilize a multi-threaded architecture		
12.	The platform must use a hardened OS		
13.	The platform should use hardware that is optimized for packet filtering and encryption		
14.	Must be able to filter unwanted Events, protocols, etc.		
15.	Provide reports based on security event risk level, date, time, IP addresses, domains, protocols		
16.	The platform must be on a physically separate system than the devices that it is protecting		
17.	The platform must be rack mountable		
18.	The platform must operate within defined physical and environmental constraints		
19.	The platform must be capable of supporting Fast Ethernet and Gigabit Ethernet interfaces		
20.	The firewall hardware should support port spanning		
21.	The platform should support Fast Ether Channel & Gig ether channel		
22.	The firewall must be capable of clustering multiple firewalls together into a redundant and highly available Stateful configuration without the use of hubs or an external load-balancing device		
23.	The firewall must support Stateful clustering of multiple active firewalls, and the firewalls must load balance the traffic between them to share the load evenly		
24.	The firewall must provide statistics about the status of firewalls within the cluster		
25.	The firewall must provide for a single default gateway IP address for all firewalls in a cluster		
26.	The firewalls in a cluster must load balance traffic between the network routers to which they are connected		
27.	The firewall must perform packet filtering at wire line speeds of min 15 Gbps		
28.	The firewall must support at least 250,000		

	concurrent connections		
29.	The firewall must send SNMP traps to Network Management Servers (NMS) in response to system failures		
30.	The firewall should provide a means for specifying thresholds and conditions for which it would send an alert		
31.	The firewall must support SNMP v1 and v2		
32.	The firewall should support SNMP v3		
33.	Remote network access to the firewall should only be possible through the administration interface		
34.	The firewall administration station must be capable of pushing firewall security policies and configurations to individual or multiple firewalls through a secure, encrypted connection to the firewall administration interfaces		
35.	The firewall must provide a Graphical User Interface (GUI) and a Command Line Interface (CLI) for making changes to the firewall rules set. Access to the firewalls via the GUI or the CLI must be through an encrypted channel		
36.	The firewall administration station must provide a means for exporting the firewall rules set and configuration to a text file		
37.	The firewall must support external user database authentication for firewall admin users		
38.	Any changes or commands issued by an authenticated user should be logged to an external database		
39.	There must be a means of connecting directly to the firewall through an encrypted connection to perform troubleshooting and packet captures		
40.	There must be a means of connecting directly to the firewall through a console connection		
41.	The administration station must allow for a hierarchical architecture for rules set administration and viewing of firewall configurations		
42.	The firewall must not support any unencrypted means of access to the firewall		

43.	The firewall must have a method to convert other firewall products rules sets to the firewall's own policy language		
44.	<u>Architecture :</u> <ol style="list-style-type: none"> 1. Support for packet filtering 2. Support for circuit-level gateways 3. Support for application-level gateways 4. Support for Stateful Inspection 5. Support for NT/Windows 2000/UNIX platforms 6. Support for both Hardware / Software based firewall options 		
45.	<u>Filtering :</u> Provision to restrict packets based on the following <ol style="list-style-type: none"> 1. Source address 2. Destination address 3. Protocol type 4. User 5. Port number 6. Time of day 7. Day of week 8. Length of time 9. Unsafe / malicious content 10. Fragments 11. Acknowledgement bits 12. URLs 13. Custom defined Others (Specify)		
46.	<u>Support for filtering major Internet services:</u> <ol style="list-style-type: none"> 1. Filter Telnet 2. Filter FTP 3. Filter SMTP 4. Filter HTTP 5. Filter SNMP 6. Filter UDP 7. Filter ICMP 8. Filter RPC 9. Filter DNS 10. Filter DHCP 11. Filter ARP 12. Others (Specify) 		

47.	<u>Support for filtering e-mail related applications :</u> 1. Filter IMAP4 2. Filter POP3 3. Filter MIME 4. Filter S/MIME 5. Filter Lotus Notes 6. Filter Microsoft Exchange 7. Others (Specify)		
48.	<u>Support for filtering authentication protocols :</u> 1. Filter LDAP 2. Filter HTTPS 3. Filter RADIUS 4. Filter TACACS 5. Others (Specify)		
49.	<u>Support for filtering database application :</u> 1. Filter Oracle 2. Filter DB2 3. Filter MS-SQL 4. Filter Oracle SQL *Net Others (Specify)		
50.	Support for filtering multimedia applications such as VoIP, H.323, etc.		
51.	Support for filtering TCP based applications		
52.	Support for filtering SPAM mails		
53.	Support for filtering HTTP traffic based on URLs IP addresses and content string matches		
54.	Support for filtering data transfer based on commands (PUT / GET), file name restrictions, etc.,		
55.	Support for filtering incoming and outgoing e-mail based on size and filters.		
56.	<u>ADMINISTRATION AND MANAGEMENT</u> Features required. 1. Availability of interface for Command line configuration 2. Availability of interface for GUI/Menu-based 3. Provision to view detailed firewall		

	<p>configuration</p> <ol style="list-style-type: none"> Describe the facilities in the proposed solution to view detailed firewall configuration. Support for secure remote administration Support for secure administration of multiple Firewalls from a central workstation Support the secure initial configuration Provision solution for easy to read & implement sets Provision to generate for automatic alert 		
57.	<p><u>AUTHENTICATION</u></p> <ol style="list-style-type: none"> Support for challenge-response authentication Mutual authentication is performed before Connections are allowed Support for SecurID Support for S/Key Support for RADIUS Support for TACACS, TACACS+ Support for OS password Others (Specify) Describe the capability of the proposed solution for (configurable) single sign on 		
58.	<p><u>HIDING INTERNAL ADDRESSES</u></p> <ol style="list-style-type: none"> Support for network address translation Support for SmartNAT Support for Port address translation Support for Proxy processes Support for Split domain name server Support for Network/IP masquerading Provision to re-write mail headers 		
59.	<p><u>PERFORMANCE</u></p> <ol style="list-style-type: none"> Support for high-availability and load balancing Support the real-time performance 		

	<p>statistics morning</p> <ol style="list-style-type: none"> Describe the provisions in the proposed solution for real-time performance statistics monitoring Specify the maximum number of network interface cards that Can be supported by the proposed solution. Indicate the maximum number of simultaneous connections that can be handled by the proposed solution Indicate the maximum number of users that can be handled by the proposed solution Indicate the throughput that can be achieved in the proposed solution. 		
60.	<p><u>OTHERS</u></p> <ol style="list-style-type: none"> Provision to create secure zones / DMZ Describe the facilities in the proposed solution for creation of different zones (secure, DMZ, etc.) Support for IP/port forwarding Provision for TCP sequence number randomization Support for Ethernet/Fast Ethernet/ISDN etc Support for OS Hardening Support for integration with IDS & SOC Support for integration with Anti-virus Solution Support the integration with NMS solution Support for antispoofing Presently we are using Checkpoint software version R55. The latest Checkpoint software version (like R71 or above) should be integrated with the firewall hardware Firewall should have accelerated feature. 		

Note:

- The bidder should provide compliance statement for all the above specifications of technical requirements against each item.
- All relevant product information such as user manual, technical specifications sheet etc should be submitted along with the offer. Failure to submit this information could result in disqualification of the bid.
- Hard copy of supporting documents or documentary proof for all the above criteria should be submitted in the bid.

PRODUCT REQUIREMENT DETAILS

S. No.	Hardware/Software	Required Numbers	Compliance
1	Firewall Appliance with a clear text throughput of minimum 15 Gbps with minimum 12 interfaces with every firewall. Cost inclusive of 3 years Warranty.	2	
2	Comprehensive AMC of the above hardware for 36 months post warranty.		
3	Checkpoint Enterprise Standard Support for 6 years (Warranty + AMC) from 01.04.2011 (i.e. the date of expiry of present support) which includes subscription/updates/upgrades		

Annexure VIII

COMMERCIAL DETAILS

S. No.	Hardware/Software	Type of Requirement	Required Numbers	Price *	Post Warranty AMC/ATS Rate (in Rupees)		
					1 st year	2 nd year	3 rd year
1	Firewall Appliance with a clear text throughput of minimum 15 Gbps with minimum 12 interfaces with every firewall with a comprehensive warranty for 36 months which includes in-country advance replacement	HW/SW	2		N/A	N/A	N/A
2	Comprehensive AMC of the above hardware for 36 months post warranty.	HW/SW		N/A			
3	Checkpoint Enterprise Standard Support for 6 years(Warranty + AMC) from 01.04.2011 (i.e. the date of expiry of present support) which includes subscription/upgrades	SW		N/A			
TOTAL PRICE							

*The prices are inclusive of all Taxes, Statuary levies etc. except Sales Tax/VAT/Octroi/Entry Tax which will be paid on actual basis.

Signature
Seal of Company

SUPPLY TERMS AND CONDITIONS**ACCEPTANCE OF ORDER:-**

Bank has a right to cancel the order if the same is not accepted within a period of 7 days from the date of the order.

TAXES

The prices are inclusive of all Taxes, Statuary levies etc. except Sales Tax/VAT/Octroi/Entry Tax/service Tax which will be paid on actual basis.

DELIVERY AND INSTALLATION

The system is to be delivered and installed within 6 weeks from the date of order.

PENALTY

Penalty at the rate of 1% per week of order value will be charged for late delivery and late installation. Maximum penalty will be 15% of order amount. For this purpose the period will commence from the date of order up to the date of last item delivered. The bank reserves the right to cancel the order in case delivery is not affected within the stipulated time. In such cases vendor have to return the amount already received from the bank and penalty amount (@ 1% per week of order value).

ACCEPTANCE TEST

The system is subject to an Acceptance test. Vendor has to arrange one Engineer at the site at the date and time mentioned by the Bank to assist in the acceptance test.

PAYMENT TERMS

(1) For Hardware/ SW/ Warranty

- a. 70% after delivery and installation.
- b. 30 % after 2 months from the date of installation, after acceptance report has been signed by Security Integrator / Bank and on production of Bank Guarantee of equivalent amount valid for the period of Warranty Support and to be extended further for AMC period.

(2) For AMC of 3 years post-warranty : yearly in arrear in the 4th, 5th and 6th year

(3) For CheckPoint Software subscription: on half-yearly basis in 12 equal installments, subject to providing latest fixes, patches, upgrades, updates, licenses for all Checkpoint modules / blades.

INSURANCE

Vendor will get the Insurance cover, for all risk, up to the installation of the system or up to 60 days after delivery of system whichever is later, the cost of the same will be borne by the vendor. Vendor has to submit a copy of the bills so that the Bank may get a new insurance cover after the delivery of the system.

WARRANTY

All hardware/software /license /firmware supplied should cover comprehensive on-site warranty/ Maintenance/ ATS for 36 months from the date of commissioning of the project. This

includes updation of latest patches of software, re-configuration, redeployment of application (if required), providing latest version (software subscription) of the software/license etc.

The vendor shall be fully responsible for the warranty for all equipments, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or vendor any defect that may develop under normal use of supplied equipment during warranty period.

Warranty should not become void if the purchaser buys any other supplemental hardware from third party and install it with/in these machines. However, the warranty will not apply to such hardware items installed.

Warranty should cover the following:-

- a) Service support should be available on 24*7 basis
- b) The equipment should be attended within 1 hour of receipt of complaint. In case problems persist, systems should be replaced within 48 hours of receiving complaint and alternate system should be given till machine is repaired. The replaced equipment should be installed, so that normal job of the purchaser may not hamper.
- c) Warranty would cover updates/maintenance patches/bug fixes (available from the original software vendor) for system software & firmware patches/bug fixes, if any, for hardware.
- d) The vendor should provide on-site preventive maintenance on regular interval.
- e) The vendor will obtain written acknowledgement from purchaser after completion of warranty period for successful sign off of warranty period. The warranty period will get extended by 3 months for each failure to provide quality service, which is required to be provided by vendor.
- f) In case of repetitive hardware failure (two or three times in a quarter) it shall be replaced by equivalent new equipment by vendor at no extra cost to Bank.

ANNUAL MAINTENANCE CONTRACT

The vendor should quote separately for 3 Years AMC/ATS (Post Warranty) for the firewalls. The quoted AMC/ATS rate should be applicable for 24*7 basis support and response time of 2 hour. All other terms to remain same as Warranty. Bank may extend the AMC beyond 3 years with the consent of vendor.

OBTAINING REQUISITE FORMS LIKE FORM 32 ETC.

Obtaining requisite form, like form 32 etc , will be responsibility of the vendor. For obtaining the requisite form the vendor will provide the necessary documents i.e. Performa invoice etc. Assistance if any required will be provided by the bank.

ORDER PLACEMENT

Orders will be placed by the Purchaser during the validity of rate contract period. The quantities indicated are tentative only and actual quantities may vary depending upon the actual requirement.